GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2406
ANSWERED ON:18.03.2005
PENDING COMPLAINTS
Prasad Shri Hari Kewal;Renge Patil Shri Tukaram Ganpatrao

Will the Minister of FINANCE be pleased to state:

(a) whether the Government/RBI have received complaints in regard to inefficient banking services during the last three years;

(b) if so, the details thereof;

(c) the number of complaints pending with the Government;

(d) the reasons for pendency; and

(e) the action taken by the Government against erring officials?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM)

(a) & (b) :- The Public Grievances Redressal Cell at Reserve Bank of India (RBI) in the Department of Banking Supervision receives complaints from public against deficiency in banking service etc. RBI takes up these complaints with the respective banks for expeditious redressal. There is no complaint received from the public which is pending/unattended for more than 2 months as on the date, with RBI.

(c):- All the complaints received in the Public Grievances Cell of the Banking Division relating to banking services have been taken up with the Banks and nothing is pending/unattended for more than one month.

(d):- Does not arise.

(e):- RBI has reported that action has been taken by Public Sector Banks against 5428 delinquent employees for their involvement in case of frauds/corrupt practices during 2004.